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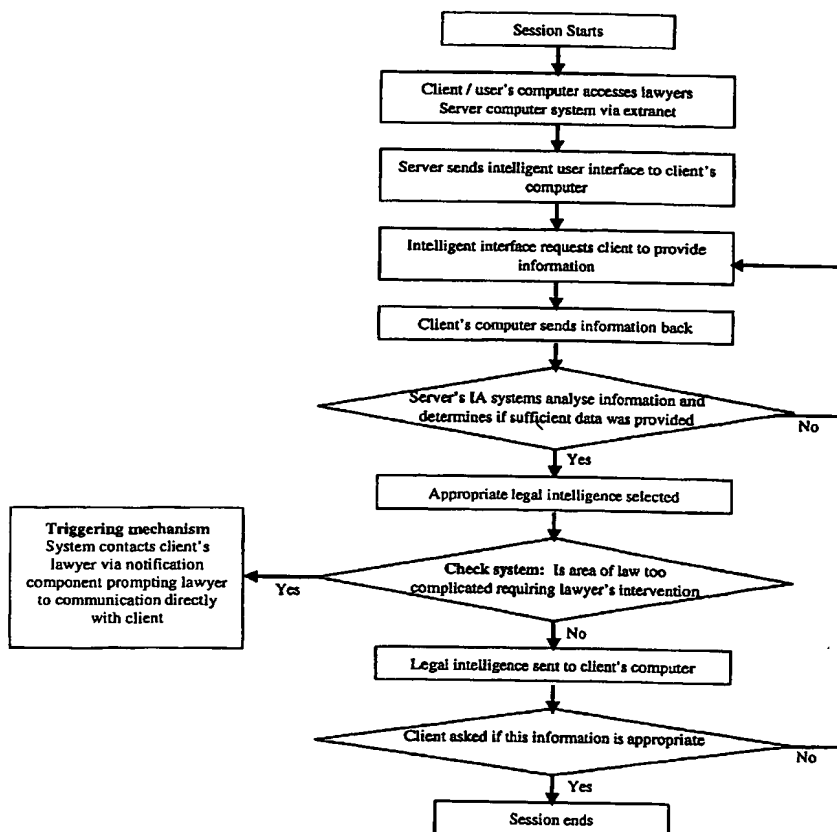
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(54) Title: QUERY RESPONSE SYSTEM



(57) Abstract: The present invention relates to the provision of query response software which is adapted to initially receive query information and identity information for a user. The software employed can then search for information identified by the query information and retrieve this information, and then subsequently deliver the retrieved information of a user. This query response software can also determine whether the delivered information can successfully be employed by the user involved to answer the query, and if the user is unlikely to succeed, the software can contact a specialist advisor. Methods of providing a response to a query and a method of retrieving information are also within the scope of the invention disclosed.

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